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(54) Title: A METHOD AND SYSTEM FOR MANAGEMENT OF SOFTWARE PRODUCT LICENCES
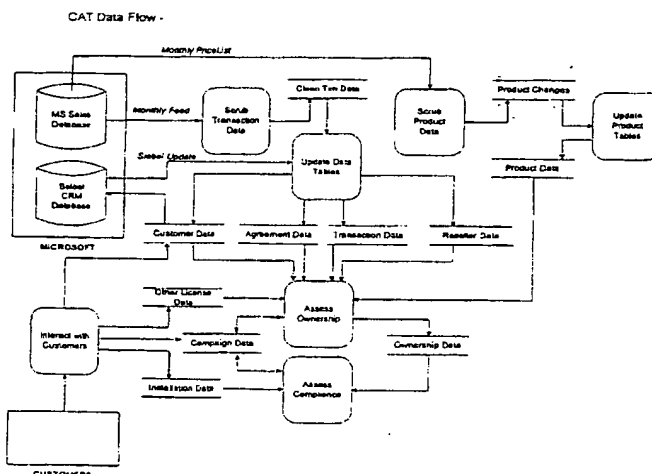
(57) Abstract: The present invention relates to a method, system and software for management of software product licences. More
particularly, a method of analysing software product licence data is disclosed. The software product licence data is received from a
sales database. The data is then collated into an analysis database and an analysis of the data from the analysis database is displayed.
Additional information for the analysis database may be provided by interaction with licence customers. Analyses of the data may
include licence compliance by a customer, an assessment of a licence ownership position for a customer, and determination of an
appropriate licence agreement for a customer. User interface methods for selecting a software product of a vendor, linking two
company names, and displaying linked company names are also disclosed.

A METHOD AND SYSTEM FOR MANAGEMENT OF SOFTWARE PRODUCT LICENCES

Field of Invention

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The present invention relates to a method and system for management of software product licences. More particularly, but not exclusively, the present invention relates to a method and system for analysing data about licensed software products to assess compliance.

10

Background to the Invention

Mass-market software products are often licensed to the user rather than sold outright. A licence can specify ways in which the product may be used, for how long, and other
15 rights that may be available to the user – such as a right to future upgrades. Where the licensee is an organisation the licence may specify how many users are allowed to use the software product or across how many workstations the software product may be deployed.

20 In the last ten years it has become difficult for IT managers of organisations to manage software product licence compliance issues due to the multitude and complexity of different licence types available from the vendor and the varying types of licences for software products currently deployed in their organisation.

25 The different types of licences include *volume licences* - which are generally obtained from a reseller and are commercial licence agreements covering a specified number of workstations, servers or users; *OEM licences* - which come with software bundled with hardware obtained from a hardware supplier; and *FPP (Fully Packaged Product) licences* - which come with software purchased boxed with media and manuals.
30 Volume licences are generally recorded on the vendor's main database, but most OEM and FPP licences do not have compulsory registration requirements and consequently information about such licensees are not immediately available to the vendor.

35 Furthermore, there are a number of different types of volume licences. For example MICROSOFT™ software product volume licences include Standard licences which

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licence the use of a specific version of a product and Upgrade licences which replace entitlement to a specific version with entitlement to a later version. Maintenance contracts may be purchased to provide additional upgrade rights for a fixed time period, typically two years. The licenses covered by the contact earn automatic

5   upgrades to any new versions released during the period of cover. In addition, MICROSOFT™ has different types of volume agreements, known as Enterprise, Select and Open Agreements. The type of agreement suitable for a particular organisation will depend on the size of the organisation, its commitment to Microsoft product use, and also its ability to forecast purchase volumes. Enterprise Agreements are

10 appropriate for medium to large organisations that deploy Microsoft products on each desktop. Select Agreements also suit medium to large organisations, but allow for variable levels of usage within that organisation. Open Agreements can be used by organisations of any size, but typically suit small to medium sized organisations.

15 Furthermore, resellers of software products require an easy-to-use system which provides them with a way to offer customers licensing options customised to the customers' business.

In addition, some vendors lack a comprehensive system which can analyse sales of

20 volume licences to particular customers integrated with what they know about the customer's organisation, especially in relation to the estimated number of computer workstations and servers, and with the existence of other licences owned by the customer. Such analysis can be helpful in identifying compliance issues with customers and identifying marketing opportunities.

25

Presently, vendors are either required to regularly undertake audits of customers' systems to ensure compliance (report-based) or to rely on the customer to comply with the licence agreement (honesty-based). The disadvantage of the first option is cost and the disadvantage of the second is, as stated, IT managers may not even be aware

30 that they are not in compliance with the licence. Some reports place the figure of unlicensed software used in business at 26%.

One known system for analysing software product licence data is a system of EXCEL™ spreadsheets and macros used to analyse data from the MICROSOFT™

35 volume licence sales database.

This system has a number of disadvantages. Firstly, it only covers volume licence sales which will give an imperfect view of customer compliance. Secondly, it is difficult to interpret and determine how different licence types combine to create an actual license ownership position. And thirdly, it has poor capacity to record and integrate

5   information recovered from the customer.

Summary of the Invention

It is an object of the present invention to provide a method and system for

10   management of software product licences which resolve the above issues or to at least provide the public with a useful choice.

Data Flow Method

15   According to a first aspect of the invention there is provided a method of analysing software product licence data including the steps of:

         i)   receiving the data from a sales database;

        ii)   collating the data into an analysis database; and

        iii)   displaying an analysis of the data using the analysis database.

20

Preferably, the sales database is the database of a software product's vendor. The data from the sales database may include transaction data about volume licence sales to customers. The data may also include product lists of available software products.

25   In a preferred embodiment of the invention the data is received from a vendor sales database in a batch feed. The batch feed may occur on a monthly, bi-weekly, or weekly basis.

Preferably, data received from the sales database is cleaned before it is collated into

30   the analysis database. Cleaning the data may include correcting inconsistencies in transaction data – such as duplicate agreements, or inconsistencies with the existing analysis database – such as differing master agreement end-dates. If the data includes products lists then cleaning the data may include determining new products from the product list and updating the analysis database accordingly.

35

Preferably, the method includes the step of interacting with the customers of the

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vendor to obtain correct customer data, other licence data, and actual software installation data. This data may be incorporated into the analysis database. This step may be the method of the fifth aspect (described below).

5   The data analysis may include an assessment of licence ownership and an assessment of licence compliance.

The data analysis may also include transaction data analysis, licence agreement analysis, reseller analysis, customer compliance lists, customer segment analyses,
10   product analysis, and annuity renewal analysis.

The assessment of licence ownership may be displayed for each customer in a summary screen showing products owned by the customer, licences owned for those products by the customer, and a total assessed ownership for each product for the
15   customer. The summary screen may further include a section showing upgrade licences owned by the customer. The section may indicate show an assessment of.upgrade licenses which have no identifiable base licenses.

The assessment of licence ownership may further display an option to view a
20   derivations screen showing the derivation of calculations in the summary screen.

The assessment of licence compliance may be displayed for each customer in a summary screen showing (i) products/licences owned by the customer, (ii) products actually installed/used by the customer, and the discrepancy between (i) and (ii).
25
An additional step may exist before step (iii) wherein a user may specify criteria to determine how the data is to be analysed or what portion of the data is to be analysed. When the data analysis is a customer compliance list the criteria may include the segment of business, assigning risk weightings to one or more factors, how the list is
30   to be ordered, or a time frame. When the data analysis is an annuity renewal analysis the criteria may include a data range, types of annuity programs/licences, segment of business, product set, or how the list is to be ordered.

Preferably, the data analysis is displayed on a GUI.
35
The method may include the step of transmitting corrected customer data to a vendor

CRM database.

Method for the Graphical Display of Ownership and Compliance

5 According to a second aspect of the invention there is provided a method of displaying an analysis of software product licence data including the steps of:

    i)   displaying an assessment of the number of computer users in an organisation using a first graphical characteristic; and

    ii)   displaying the current number of software product licences owned by

10   the organisation for products of a vendor using a second graphical characteristic.

Preferably, the second graphical characteristic consists of bars representing each product and the first graphical characteristic is a line, perpendicular to the direction of

15 the bars, overlaid on the bars. The bars may be colour-coded to indicate the different types of licenses. Where a number of licences are owned by the organisation for one software product the bar may be coded the colour of the numerically dominant licence type and the other licences may be represented as smaller bars overlaid on this bar. Alternatively, the bar may be coloured-coded a colour representing the licence

20 ownership position for that software product and all the licences owned by the organisation may be represented as smaller bars overlaid on this bar.

Licence Ownership Position (LOP) Workbench

25 According to a third aspect of the invention there is provided a method of displaying a licence ownership position for a vendor's software products for a customer including the steps of:

    i)   retrieving software product licensing data from a sales database;

    ii)   retrieving other software product licence data from the customer;

30   iii)   retrieving assessed use of the software products by the customer;

    iv)   calculating a licence ownership position; and

    v)   displaying the licence ownership position and assumptions about calculations in a GUI.

35 A licence ownership position (LOP) is an assessment of the customer's licensing compliance arrived at by taking all available data which may include the number – or

estimated number – of computer users in the customer's organisation, the number of commercial licences sold to the customer, the relationship between base licenses, upgrade licenses, and licences accrued via maintenance contracts, other licences owned by the customer – for example OEM and FPP licences, and various

5   assumptions, and calculating how many effective software licences the organisation has.

The licence ownership position may be calculated by combining different licence types and aggregating purchases totals.

10

Preferably, the method retrieves the data from the analysis database created using the first aspect of the invention.

Preferably, the sales database is the sales database of the vendor.

15

The method may include the step of calculating and displaying the risk of non-compliance. This may occur with comparison to actual installation data or actual/estimated computer user data.

20   The licence ownership position may be recorded and may be used when later LOPs are calculated.

The estimated licensing position may be refined by providing more data or more reliable data.

25

Agreement Modelling

According to a fourth aspect of the invention there is provided a method of determining software product licensing schemes for a customer including the steps of:

30   i)   retrieving data from an analysis database created in the first aspect;
        ii) retrieving customer requirement data; and
        iii) calculating possible licence schemes.

The data retrieved from the analysis database may include current compliance or non-

35   compliance with licensing schemes by the customer, and data about existing software product licences owned by the customer.

The customer requirement data may include intended deployment of software products over a specified time (for example the next 3 to 5 years) and "soft cost" data relating to administration costs of certain types of licensing schemes.

The licence schemes may include total costs, annual costs, and net-present-value considerations. Costs may include intangible costs such as cost of administration, audits, etc.

The method may include the step of displaying a graphical comparison of the licence schemes.

The method may select the best possible or most appropriate licensing schemes for the customer.

Call Center Workbench

According to a fifth aspect of the invention there is provided a method of recording customer data including the steps of:

    i)   prompting questions to ask a customer;
    ii) recording the responses given by the customer; and
    iii) integrating the responses into the analysis database of the first aspect of the
         invention.

The questions may include questions relating to software users within the customer's organisation, general details about the organisation – for example organisation name, address, and details of subsidiaries. The questions may also include questions designed to assist the capture of anecdotal information about product use, user counts, and non-volume licence purchases.

The types of questions prompted may be determined by the lack of certain data, the existence of certain data, or the reliability of certain data within the analysis database.

Responses provided may automatically update the analysis database and further questions may be based on responses previously supplied.

8

The method may include the step of retrieving compliance/non-compliance data from the analysis database. This data may be used to direct the focus of the questions prompted.

Method for Selecting a Software Product Version

According to a sixth aspect of the invention there is provided a method for selecting a software product of a vendor including the sequentially occurring steps of:

   i)   displaying a plurality of panes within a GUI;
   ii) selecting a product type from a list of product types under category headings within a first pane;
   iii) selecting a product variation from a list of product variations within a second pane; and
   iv) selecting a product version from a list of product versions within a third pane.

The software products may comply with software vendor labelling methodology.

The first pane may list the vendor's most popular product types under each category. Preferably, the category headings under the first pane include "Applications", "Servers", and "Systems".

The method may also include the step of selecting a licence type of the software product within the third pane.

The selection of a product type within the first pane may determine the product variations listed in the second pane. Selection of the product type may be confirmed by actuation of a button within the first pane.

The selection of a product variation within the second pane may determine the product versions listed in the third pane. Selection of the product variation may be confirmed by actuation of a button within the second pane.

The method may be used to record or update actual installation data of the software product in a customer's organisation.

Method for Linking Parent-Child Company Names

According to a seventh aspect of the invention there is provided a method for linking two company names including the steps of:

    i)   entering a first company name abbreviation in a first region;

5   ii)   populating a first list within a second region with company names which correspond to the first company name abbreviation;

    iii) selecting a first company name from the list;

    iv) entering a second company name abbreviation in a third region;

    v)   populating a second list within a fourth region of company names which

10   correspond to the second company name abbreviation;

    vi) selecting a second company name from the second list; and

    vii) linking the first company name with the second company name.

Preferably, the company names are linked because the first company name is the

15 parent or child of the second company name, the first company name is the former or present name of the second company name, or the first company name is an alternative name of the second company name.

The first and second company name abbreviations may be a search string for a part of

20 a company name.

The first and second lists may include the company name and its "link status" – i.e. *not linked, a parent, a child.*

25 **Method for Displaying Company Name Parent-Child Links**

According to an eighth aspect of the invention there is provided a method for displaying linked company names including the steps of:

    i)   displaying a list of one or more primary company names;

30   ii)   displaying under each primary company name one or more secondary company names linked to the primary company name; and

    iii) displaying one or more graphical characteristics each representing the link between each secondary company name and its corresponding primary company name.

35

Preferably, the company names are linked because the primary company name is the

parent of the secondary company name, the secondary company name is the former name of the primary company name, or the secondary company name is an alternative name of the primary company name.

5   Preferably, the secondary company is displayed under and indented with respect to the primary company name.

The method may include the steps of displaying one or more tertiary company names each linked to a secondary company name under their respective secondary company
10   names and one or more graphical characteristics representing each link.

Preferably, the graphical characteristics used to represent the link are "L-shaped" branches.

15   **Systems for Implementing the Methods**

According to a ninth aspect of the invention there is provided a system for implementing the method of any one of the first to eighth aspects of the invention.

20   **Software for Effecting the Methods**

According to a further aspect of the invention there is provided software for effecting any one of the preceding methods.

25   Brief Description of the Drawings

The invention will now be described by way of example with reference to the accompanying drawings in which:

30   Figure 1:   shows a flow diagram illustrating a preferred embodiment of the method of the first aspect.

Figure 2:   shows a screenshot illustrating the analysis tools available.

35   Figure 3:   shows a screenshot illustrating an overview of an organisation's licence compliance.

Figure 3a: shows a screenshot illustrating an alternative overview of an organisation's licence compliance.

5   Figure 4:   shows a screenshot illustrating a summary of licence ownership and compliance.

Figure 4a: shows a screenshot illustrating a consolidated compliance position for a customer.

10

Figure 4b: shows a screenshot illustrating a licence ownership position summary screen for a customer.

Figure 4c: shows a screenshot illustrating a licence ownership position derivation
15   screen.

Figures 5, 6, 8, and 10: show screenshots illustrating different ways of viewing data stored in the analysis database.

20   Figures 7 and 9: show screenshots illustrating a process for selecting a software product version and licence type.

Figures 11 to 13: show screenshots illustrating a method of prompting questions to be asked of a software product licence customer.
25

Figures 14 to 17: show screenshots illustrating a method of displaying and specifying links between different company names.

Figures 18A to 21: show spreadsheets illustrating the various aspects of agreement
30   modelling.

Figure 22:   shows a flow diagram illustrating a preferred embodiment of the method of the third aspect.

35   Figure 23:   shows a screenshot illustrating a customer compliance metrics screen.

Figure 24:   shows a screenshot illustrating a customer compliance report.

Figure 25:   shows a screenshot illustrating how information displayed in customer compliance report may be edited.

Figure 26:   shows a screenshot illustrating projected revenue for annuity renewals.

Figure 27:   shows a screenshot illustrating a customer annuity criteria screen.

Figure 28:   shows a screenshot illustrating a customer annuity report.

Detailed Description of Preferred Embodiments

The present invention relates to a method and system for managing software product licences. The invention will be described in relation to the licensing of MICROSOFT™ software but could be used in relation to the licensing of software for other vendors with appropriate modifications.

Data Flow Method

Referring to Figure 1, a preferred embodiment of the first aspect of the invention will be described.

The central MICROSOFT™ Sales Database provides a monthly batch feed of transaction data. It will be appreciated that the feed may be provided bi-weekly, weekly, or in any time period. The MS Sales Database typically records volume licence transactions recorded by MICROSOFT™ when it sells the licence or transmitted to MICROSOFT™ by a reseller when it sells the licence.

The data is scrubbed (cleaned) by a series of processes. Some or all of these processes may be automated. These processes can include correcting inconsistencies in transaction data – such as duplicate agreements, or inconsistencies with the existing analysis database – such as differing master agreement end-dates. The result of these processes is Clean Transaction Data which is provided to update the analysis database represented by a series of tables – customer data, agreement data, transaction data, reseller data.

The MICROSOFT™ Sales Database also provides a monthly pricelist of current software products. This may include licence information. This pricelist is scrubbed by a series of processes, of which some or all may be automated. The result of the

5   scrubbing process is a list of new products or changes to existing products. This information is consolidated into the product data table which also forms part of the analysis database.

Interaction with the customer can occur. This interaction can be directed by the call

10   center workbench (see the **call center workbench** section). This interaction may provide the following results:

- It may be revealed that the customer is associated with another company name in the analysis database. This association can be a parent-subsidiary

15   relationship with the other company or it may be that other company name is a former name, other name, or erroneous recordal of the customer's actual name. In any case this association can have ramifications in relation to licence data recorded against it. The associations may be recorded using the parent-child links method (see the method **for linking parent-child company names**

20   section).
- It may be revealed that customer has acquired other licences such as OEM licences or FPP (Fully Packaged Product) licences which may not be initially recorded in the analysis database. The customer may also have acquired volume licences by acquisition of another company. (see the **method for**

25   **entering other licence data** section for the way in which this other licence data may be recorded or changed).
- Information about how many and the type of software products actually installed in customer's organisation may be revealed by this interaction. (See the **method for entering actual installation data** section for details on how

30   this data may be recorded or changed) This actual installation data may be used to establish a risk of non-compliance (see the **licence ownership position (LOP) workbench** section).

In this example the ownership of licences is assessed. Conclusions reached from this

35   assessment are stored in the ownership table which is part of the analysis database. This assessment is called the licence ownership position (see the **licence ownership**

position (LOP) workbench section for details of its calculation).

In this example the compliance of licences is assessed. Data is retrieved from the ownership table representing the licence ownership position. This is compared with
5   data from the installation data table which represents how the software products are actually deployed. The result of this assessment can be the risk of non-compliance. This risk could include the monetary cost of compliance.

In this example customer data retrieved from the customer during interaction may be
10   fed back to the vendor's customer relations management (CRM) database.

In this example, feeds from the CRM are also received on a monthly basis. The data received from the CRM includes PC count, business segment classification, contact names, contact addresses, contact phone numbers and email addresses. This
15   information may be used to populate the screens used in calling campaigns. A calling campaign is a compliance review or audit targeting a particular segment of the customer base.

Interaction with the customer during a calling campaign is used to provide data for a
20   campaign data table. The campaign data table contains information about customers and their actual use of Microsoft technology (as opposed to their license ownership). This is called "anecdotal" data, which is useful for gaining a complete picture of the customer's compliance status. The campaign data tables are initially populated in part using data received from the CRM system. The other fields are populated and
25   updated as the campaign calling takes place.

From this "anecdotal" information, the range and extent of Microsoft product usage may be deduced for comparison with license ownership to gauge compliance.

30   **Analyses Menu**

Figure 2 shows a number of different analyses that may be undertaken in relation to the analysis database.

35   **Method for the Graphical Display of Ownership and Compliance**

Figure 3 shows how data about assessed ownership for a particular customer may be displayed.

The Key Total Comparison Chart within Figure 3 shows a method of displaying
5 assessed ownership and approximated installation data to allow for an easy assessment of compliance.

The approximated installation data, in this example, is the estimate (or actual) number of seats in the organisation. This is represented by the green horizontal line 1. It will be
10 appreciated that a similar graphical characteristic may be used.

The assessed ownership is shown as bars representing the estimated (or actual) licences, for a number of popular software products, owned by the customer. In this example this includes the following MICROSOFT™ products: OFFICE™, WINDOWS
15 NT/WINDOWS 2000™, EXCHANGE SERVER™, SQL SERVER™, PROJECT™, and VISIO™. In this example the following MICROSOFT™ licences are shown: Standard Licence (red) 2, Maintenance Licence (dark red) 3, and Enterprise Licence (green) 4.

In this example each bar is divided into three thin bars, each smaller bar represents
20 one of the three licences owned by the customer for that software product. The OFFICE™ bar contains a thin red bar 5 of height 100, a thin dark red bar 6 of height 50, and a thin green bar 7 of height zero. The thin bar which is dominant in height determines the colour and height of the thicker bar which sits behind all three thin bars. In this example, the thin red bar 5 dominates in height and therefore the thicker
25 bar 8 is all red and has a height of 100.

Referring to Figure 3a a screenshot for an alternative overview will be described.

The Key Total Comparison Chart in Figure 3a differs from Figure 3 in that each bar
30 represents the calculated licence ownership position for that product and a plurality of thin bars, representing the different types of licences owned for that product, are overlaid on the thicker bar.

Display of Licence Ownership and Compliance Table

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Figure 4 shows a table displaying licence ownership and compliance data. The table

includes an assessment about the cost required to bring the organisation into compliance.

The Total MS Sales column is computed from the sum of all volume licences owned
5 by the customer for each product version.

The Total Owned column is computed from the sum of the Total MS Sales column and other licences owned by the customer (i.e. OEM and FPP licences).

10 The Compliance Status column shows the difference between the Total Owned licences column and the Total Installed licences column (which is created from information recovered from the customer).

A graphical compliance display showing compliance/non-compliance is shown in this
15 example.

A final column, Estimated Cost, shows the estimated cost to comply with the licence requirements which is calculated by multiplying the Compliance Status number by a RRP for one licence for the specific software product.

20
Figure 4A shows a consolidated compliance position for a customer, taking into account the following:

- The overall licence ownership position (LOP) calculated separately by another
25 part of the system from Microsoft volume licence records;
- Information gathered from customer interaction regarding licences purchased by means other than volume licensing programs;
- Information gathered from customer interaction regarding actual use and installation of Microsoft products;
30 - The ability of the customer to use downgrade rights to achieve licensed use of Microsoft products – i.e. use of unallocated licences of later versions to validate the installation of previous versions.

For each product family, this screen shows a net compliance position, or indicates that
35 such a position cannot be concluded due to a lack of complete installation data

Figure 4B shows a licence ownership position summary screen for a customer.

The rows in the screen are grouped by product family. Within each family, the
versions for which some licences are held are shown, and the types of licences (e.g.
5   standard, upgrade, maintenance etc) are itemized.

A total of MS Sales licences are shown for each version, together with a total for the
family as a whole.

10   Some licence types require a base (e.g. an upgrade licence requires a licence of an
earlier qualifying product), and section 9 displays where such base licences have not
been identified.

The "Derivation" button leads to a screen which displays how the ownership position
15   was arrived at.

Figure 4C shows a licence ownership position derivation screen.

This screen shows an audit trail of how the consolidated ownership position was
20   reached for a particular product family. This includes the use of base licences for
upgrades, the use of base licences for maintenance licences etc. It also highlights
where base licences were required but not found.

Display of Transaction Data Analysis

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Figure 5 shows a GUI for querying the analysis database to obtain details about
transaction data for a particular customer.

Display of Licence Agreement Analysis

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Figure 6 shows a GUI for querying the analysis database to obtain details about
historical and current licence agreements for a particular customer.

Method for Entering Other Licence Data

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Figure 7 shows a GUI for entering licence details about a particular MICROSOFT™

18

software product licence other than volume licences.

A first pane, STEP 1 OF 3, is provided from which product type can be selected using a radio button. The product types are categorised under three headings – Applications,

5   Servers, and Systems. When the NEXT-> button at the bottom of the pane is actuated the next pane updates to show the available product variations for that product type. Within this second pane, STEP 2 OF 3, a product variation may be selected from a list using a radio button. When the NEXT-> button at the bottom of this second pane is actuated the next pane updates to show details about that product variation. Within

10   this third pane, FINAL STEP, the following selections can be made: product version, licence type, method of licence acquisition, and whether the proof of the licence acquisition has been confirmed. In addition, data about how many licences have been acquired can be entered.

15   When the RECORD DATA button at the bottom of the third pane is actuated the details entered in the third pane will be recorded in the analysis database, following a confirmation step in which the user is prompted to correct any inconsistent data entries or supply required fields that have been left blank.

20   **Display of Other Licence Analysis**

Figure 8 shows a GUI for querying the analysis database to obtain details about licences acquired by means other than volume licence purchases for a particular customer.

25

Method for Entering Actual Installation Data

Figure 9 shows a GUI for entering actual customer installation data about a particular MICROSOFT™ software product.

30

This GUI operates in the substantially similar way to the GUI described under the **method for entering other licence data** however, the details provided within the third pane include the number of software products actually installed rather than the types of licences owned.

35

This data may also be recorded in the analysis database.

Display of Reseller Analysis

Figure 10 shows a GUI for querying the analysis database to obtain details about
5   resellers of the vendor's software products.

Call Center Workbench

There is a need to support people engaged in outbound calling, particularly in the area
10   of compliance reviews and auditing. At all stages of this activity, the need for ready
access to reliable, informative information about the customer's purchasing history is a
key success factor in terms of revenue generation and customer satisfaction.

The aim of this method is to integrate scripting functionality and provide links to other
15   sections of the invention.

The method will facilitate the capturing of key organizational data, anecdotal
information about product use, user counts, and non-volume license purchases.

20   In summary, the call center workbench provides prompts to assist a call centre
operator in interaction with a customer to obtain information about the customer's
organisation.

Figures 11 to 13 show how the call center workbench operates.
25

This method provides questions which a call center operator can use to query
customers to establish details about the customer's organisation.

The questions include:
30   -   general organisation details such as name and address
         -   primary contact details
         -   end user device profile to determine the number and types of computing
             devices within the organisation
         -   use of standard products such as a typical desktop configuration
35   -   general product use to indicate the level of use of popular products
         -   details about the network infrastructure

-   EXCHANGE™ and OUTLOOK™ mail systems
-   SQL Applications and Intranet details
-   use of terminal server
-   typical windows desktop O/S
-   licence transcript
-   growth forecast
-   future projects to be undertaken
-   preferred purchasing method including preferred reseller used
-   summary notes about impending licenses

In this example, the method provides for detailed questions about other licences acquired to be asked and recorded using the **method for entering other licence data** (shown in Figure 11 under Record Other Purchases).

The method can also provide for detailed questions about actual installation data to be asked and recorded using the **method for entering actual installation data.**

In this example, the method provides for questions about associated company names to be asked and recorded using the **method for linking parent-child company names** (shown in Figure 11 under Included (Child) Organisations).

The responses are recorded and integrated into the analysis database.

Parent-Child Company Name Links

Figures 14 to 17 show screenshots of how company name links can be viewed, registered, or removed.

Figure 14 provides a menu to three options: view all existing customer links, register a new customer link, and register a link removal.

Method for Displaying Company Name Parent-Child Links

Figure 15 shows how a list of customers and their links may be viewed.

In the example, A3 Company has three child company names. These are indicated as

child company names by displaying them indented under the parent name. In addition a graphical characteristic, namely, an "L-shaped" branch points from the ID of parent name to the ID of child company name. It will appreciated that other graphical characteristics may be used.

5

In the example, A9 Company has two children. One of the children – A9A Company – has itself a child – A9B Company. This child (A9B) of a child is displayed in relation to its parent (A9A) in the same way that its parent (A9A) is displayed in relation to that parent's parent (A9).

10

The list also displays whether the link is active or not, who registered the link, and the date of registration.

Method for Linking Parent-Child Company Names

15

Figure 16 shows how company names can be linked.

This example provides the ability to search for a parent company name by part of the name within the "Search for a Parent" pane. A search mode may also be selected, for
20   example: starts with the *part* of the name entered or contains the *part* of the name entered.

The example also provides the ability to search for a proposed child company name by the same method within the "Search for a Child" pane.

25

When the "Search for Parent" button is actuated the parent list box in the "Choose a Parent" pane is populated with company names that match the search characteristics specified.

30   A parent company name may be selected from the parent list box.

When the "Search for Child" button is actuated the child list box in the "Choose a Child" pane is populated with company names that match the search characteristics specified.

35

A proposed child company name may be selected from the child list box. When the

"Review Link" button is actuated the screen shown in Figure 17 appears and parent company name and proposed child company name may be linked.

Referring to Figure 17, there are a number of different types of links that may be
5   made. The child company name may be a variation of the parent name, a subsidiary
company of the parent company, or a former company name of the parent company.

Agreement Modelling

10   Numerous medium and large sized customer organizations require help to structure
new licensing agreements particularly MICROSOFT™ licensing agreements. The aim
of this method is to build the sophisticated functionality of a modelling tool as part of
the invention.

15   The agreement modelling method can undertake the following functions:
   a) an ability to capture the customer's "licensing roadmap" - i.e. their intended
      deployment of MICROSOFT™ products over the next 3-5 years;
   b) the modelling of various relevant agreement options, showing total costs,
      annual costs, net-present-value considerations etc - with appropriate graphical
20   comparisons;
   c) the incorporation of the current LOP, as calculated by the **licence ownership
      position (LOP) workbench**. Any current non-compliance is factored into the
      various agreement options, and offset where appropriate.
   d) a facility to capture and incorporate "intangible" costs, such as cost of
25   administration, audit etc;
   e) production of summary information and tables to support a recommendation for
      future action.

The agreement modelling method can calculate a customer's licensing options in
30   relation to a vendor such as MICROSOFT™ by:
   •   comparing Open Business, Open Volume, Select and Enterprise;
   •   factoring in any international agreements options;
   •   calculating appropriate levels for the individual pools;
   •   providing annual year by year cost estimates;
35   •   factoring in NPV calculations;

- providing the ability to capture and quantify some of the "soft" costs involved in administering licensing agreements to get a "real" reflection of the total cost of an agreement.

5   Figures 18A to 21 show the various ways in which appropriate licensing schemes for a customer may be calculated, displayed and compared.

Figure 18A shows how an estimated yearly growth of licences required is calculated given the estimated yearly growth of the organisation.

10

Figure 18B shows tables summarising possible licensing schemes for the organisation.

The first table shows the best possible options for the organisation. Each option has a

15   description, a breakdown of costs and a total cost column.

The second table, Annual Spend Analysis, shows the cost per year of the licence options.

20   Figure 19A shows several comparison graphs.

The first graph, Annual Spend over 3 Years, displays a cost bar per year for each of the years and for each of the options. In this example, 3 years are shown – the purple bar represents the cost for the first year, the red bar represents the cost for the second

25   year, and the yellow bar represents the cost for the third year.

The second graph, Three Year Spend, displays yearly costs using bars for various agreement options.

30   The graphs enable easy visual comparisons to be made between the various licensing schemes (options).

Figure 19B shows a table of the outstanding licences that are required to be purchased.

35

Figure 20A shows a table and graph of the "soft" (e.g.administration, audit etc) costs

after they have been weighted.

Figure 20B shows a table which serves as a worksheet for the recording and calculation of administration, audit, and other "soft" costs.

Figure 21 shows an example of the calculation table for one of the agreement options, with products, purchase quantities and costs spread over a four year period.

Licence Ownership Position (LOP) Workbench

The **display of licence ownership and compliance table** method and **method for the graphical display of ownership and compliance** provide a LOP which is calculated by a series of algorithms, the aim being to offset upgrade licenses against available base licenses, apply maintenance transactions against base licenses etc. These algorithms are automatic and based on a set of rules and assumptions. However sophisticated these rules and assumptions may be, there are still instances where, as a result of contact with the customer, the rules and assumptions are seen to be providing a misleading or erroneous view of the actual license ownership position.

The method for generating the LOP provides the following functions:
   a) display the automatically generated LOP, showing how transactions have been offset against each other;
   b) manually apply information acquired through customer interaction, or other sources, to modify the standard calculation and create a new LOP;
   c) store, retrieve and further refine this modified LOP until it represents the best possible analysis of that customer's ownership position;
   d) if a standard or derived LOP is accepted as a definitive ownership position by MICROSOFT™ and the customer, establish this LOP in the system as a confirmed position. This means that all future LOP calculations will take this confirmed position as the starting point for subsequent LOP calculations.

Referring to Figure 22, the LOP workbench extracts licence purchase history from the Analysed Data (the analysis database) and calculates a system generated LOP. Previously calculated and recorded LOPs may also be used to calculate the system generated LOP.

The LOP can undergo a process of refinement which could include any number of the following steps:

- The LOP may be displayed and modified by the user to provide additional,
  5   updated, or more reliable data. The Updated LOP can be recorded.
- The customer or reseller can be queried to obtain additional, updated, or more reliable data. The Refined LOP can be recorded.
- With the consent of the customer and the vendor, in this example MICROSOFT, the method can establish a confirmed and dated LOP. The recorded LOP may be
  10   flagged as confirmed as at a specified date.

In this example the data is provided from an analysis database created by the **data flow method**. It will be appreciated that the data may be retrieved from another source such as directly from the vendor database or from a third party source.

15

Review History

One of the primary aims of the invention is to assist people who interact with customers to review license compliance. This may be through call center activity,
20 targeted on-site review activity, or other means. The various views and reports provided by the system give tools and raw material with which to perform this activity. As the work proceeds, new information will be uncovered, and the invention also aims to provide places for such relevant information to be stored, and, where appropriate, incorporated into future activity.

25

The purpose of the Review History section of the system is to allow the results and notes from previous engagements to be retrieved and reviewed before a fresh activity is undertaken.

30 For example, in New Zealand, numerous customer compliance reviews have been performed. In the course of this activity substantial information has been gathered which would be of great help to anyone embarking on future activity.

The intent of this method is to house this historical data for easy reference, and to
35 provide a facility for the capture of new information as it is gathered.

Report on Customers

The aim of this section is to provide reporting options, specifically relating to the customer view.

5

This includes individual customer reports, such as a purchase summary, and also reports on all or part of the customer base.

Figure 23 shows a customer compliance metrics screen. Selection criteria may be 10 entered on this screen to provide a list of customers who meet those criteria.

The criteria include customer segment such as small business, mid-market, or corporate.

15 This screen also provides for risk weightings to be given to certain aspects of the customer.

Figure 24 shows a customer compliance report listing all the customers who meet the selection criteria entered in the screen shown in Figure 22.

20

This report displays a rank list of customers selected according to the following criteria:
- Organization characteristics, as displayed in the preceding menu screen
- A table of pre-calculated metrics, used to measure the customer's risk of non-compliance. These metrics include the following risk factors:
25   o Inconsistent licence totals (e.g. disparity between PC count, Office licences and NT Client licences). Such disparities are measured and combined into a metric, which is used for comparison purposes.
     o Inconsistent version use – including use of old versions, or use of multiple versions;
30   o Lack of base licences for upgrades and/or maintenance;
     o Use of multiple resellers.

A dollar value is assigned based on the perceived discrepancies between licence totals and actual use.

35

The report presents a ranked list, which can be used as a basis for campaign activity

and other customer contact.

The right hand columns indicate what assumptions have been made with regard to product use, and provide a means to edit this information.

Figure 25 shows a screen of how the detail shown in the report in Figure 24 may be edited.

Customer Administration

This section is used to manage customer information which is not specifically derived from the MS Sales data. It is only available to people whose login grants appropriate permissions.

One of the most important customer administration functions is the creation and maintenance of parent-child links between customers. Anyone who has worked with MS Sales data will know that there is a large amount of duplication in terms of customer names and customer identifiers. For the system to coherently display analysed information pertaining to a customer, the appropriate links to transactions entered under a variation of the name must be in place.

However, wrongly created links are just as bad as missing links, so the establishment of links is restricted to appropriately authorised people. Anyone using the system will have the ability to propose a parent-child link, but not to activate it. A person with appropriate permissions must review the proposed link and decide whether it is to be activated or not.

There are a range of other administrative functions in the same category, such as the maintenance of seat count information, segment classification etc.

Reseller Analysis

The Reseller Profile screen provides a list of resellers from which summary information regarding any chosen reseller can be viewed. This summary information provides a graphical analysis of the activity of this reseller against broad criteria, such as agreement types and product pools.

The aim of this Reseller Analysis section is to provide much more detailed and in-depth analysis of resellers. Examples include:

a) the performance of a specific reseller across a particular product, group of products, or combination of products;

b) identification of the best and/or worst performing resellers against certain

5 criteria. The criteria could relate to products, segments, agreement types, or some combination of these categories;

c) Comparisons can be made between similarly categorised resellers, as well as against the whole reseller population.

10 The advantage of this analysis tool is that a vendor such as MICROSOFT™ can provide their reseller community with significant enhanced value in being able to get a view of their customers licensing history in a format that is easily understood and can easily be worked with. For Large Account Resellers (LARs), access to any customers for whom they hold Select or Enterprise contracts will be immediately available. This

15 will include the ability to view all license purchases for this customer (including Open). For resellers with Open customers, an authority request process with approval being gained from the customer prior to the information being made available will ensure resellers get access to only the information relevant to that customer and for a limited period of time.

20

Product Reports

The aim of this section is to provide reporting options, specifically relating to the reseller view.

25

This includes individual reseller reports, and also reports on all or part of the reseller population.

Reseller Administration

30

This section is used to manage reseller information which is not specifically derived from the MS Sales data. It is only available to people whose login grants appropriate permissions.

35 As with customers, the most important function is the creation and maintenance of parent-child links between reseller organisations which have been entered under

different names, merged, or combined in some way. This is vital to ensure a coherent and representative view of the data pertaining to resellers.

Product List

5

The aim of this screen is to provide a searchable list of product information, as it pertains to MS Sales activity.

This list includes information such as product family name, version, release date, transaction types, part description, part number etc. The release dates have been
10 gathered from a variety of sources and are as accurate as we have been able to make them. Where accurate information has not been available, we have used a best estimate.

It is also intended that this list give access to an estimated RRP for products in the current price list, and to an estimated replacement cost for obsolete products. The idea
15 of an estimated replacement cost is to be able to gauge the value of non-compliant software.

Product Profile

20 The aim of this section is to provide graphical and tabular analysis of how a product, group of products, or combination of products have been purchased over a given time period. Purchases can be categorised according to a variety of criteria, including date range, transaction type (e.g. uptake of maintenance), upgrades versus standard purchase etc.
25 This section differs from the "Product Analysis" section of the Sales & Marketing View in that it relates to products in their own right - whereas the Sales & Marketing View provides product activity from a customer, reseller, segment, and agreement perspective.

30 **Product Reports**

The aim of this section is to provide reporting options, specifically relating to the product view.

35 This includes individual product reports, and also reports on groups or families of products.

Product Licensing Rules

In working with these tools and using them to analyse compliance and other licensing
situations, it is often necessary to look up the literature on how a particular product is
licensed. This information can be hard to find. Even harder to find is the set of rules
that related to previous versions of a product - i.e. how it was licensed in the past. And
yet, this information can have a significant bearing on a customer's current licensing
position.

The aim of this section is to provide a repository of the principal licensing rules,
searchable by product. Where possible, previous rules will also be referenced. The
intention is that this repository will evolve over time, and when the rules change, as
they frequently do, the previous set will not be lost, but retained for future reference.
It is also intended to provide links to the rules from appropriate parts of the invention,
so that they can be easily accessed while other work is being carried out.

Customer Segment Analysis

This section will provide graphical and tabular analysis of how the various customer
segments (currently Major, Corporate, Upper Mid-Market, Core Mid-Market, Low Mid-
Market, Core Small Business and Lower Small Business) have purchased according
to MS Sales transaction records. It will allow comparisons showing which customer
segments have purchased various products, agreement types, and maintenance
contracts, over what periods, in what volumes etc.

Agreement Analysis

This section will provide graphical and tabular analysis of how the various agreement
types (Enterprise, Select, Open) have been utilised, according to MS Sales transaction
records. It will track the utilisation of these agreement types against the various
customer segments, product families etc.

Product Analysis

This section will provide graphical and tabular analysis of how the various products,
families of products, and combinations of products have been purchased, according to

MS Sales transaction records. Comparisons can be made according to customer segment, agreement type, and also within given timeframes.

One of the primary features is the ability to produce a list of customers who have or

5   have not purchased various products or product combinations. These extracts can be categorized by customer size, segment etc.

Simple examples could include:

a) list all Corporate customers who have purchased Windows 2000 Server, but

10   not Exchange Server;

b) list all Core Mid-Market customers with a predominance of Windows NT 4.0;

c) list all Select customers who have little or no Software Assurance cover for desktop operating systems;

d) list all Major customers who have purchased some SQL Server but no SQL

15   CALs;

Annuity Renewal Analysis

Microsoft licenses which represent a contracted period (typically 2 or 3 years), during

20   which term the customer automatically earns ownership of any new product versions, are referred to as annuity licences.

The invention can include several screens which are designed to provide information about annuity licences. In particular, these screens show what annuity licensing is

25   coming up for renewal, the value of that licensing, and the details, such as product, reseller etc.

Figure 26 shows an annual renewal projected revenue screen. This screen displays, in graphical and tabular format, the value of upcoming annuity renewals – with a

30   breakdown by product group.

Figure 27 shows a screen where criteria about customers regarding annuity programs may be defined.

35   Figure 28 shows a list of customers corresponding to the criteria entered in the screen in Figure 27.

The invention can also provide screens to display annuity licensing for individual customers, in a format to send to the customer and screens to display annuity renewals based on a reseller selection – i.e. to allow a reseller to follow up on
5 purchases made and encourage renewals.

Reseller Access

The intent of this module is to facilitate access to various areas of the invention for
10 certain nominated and approved resellers. Participating resellers would be restricted to viewing information about those customers by whom authority has been granted. This authority is effectively already in place for Large Account Resellers, but would need to be explicitly obtained for Open customers.

15 The rationale behind providing this facility is that a better informed and better-equipped reseller channel will be more effective in securing licensing revenue in the first instance, and also of converting existing non-compliance to revenue.

Customer Access

20

The invention has the potential to provide an interface for individual customers, and thereby provide them with a coherent and comprehensive view of their volume license history, as well as analyzed interpretations and areas for investigation. An interface with an on-line audit tool can be incorporated to capture installation information with
25 the customer's permission, and combine with the LOP to provide a picture of the customer's compliance status.

ADVANTAGES OF THE INVENTION

30 The invention can be used to provide internal MICROSOFT™ users with analysed views of customer, product, and reseller activity based on volume license transactions. With the capacity to capture other license data together with installation information, customer organisations can be assessed in terms of license ownership and legal compliance status.

35

The invention provides the following advantages:

From a **customer** perspective, the invention provides the ability to:

- view the customer's licence ownership position based on all license transactions and entitlements (including FPP, OEM, etc. where available);
- be able to capture manual adjustments to the customers licence ownership position (with full audit tracking) to factor in any changes that may be uncovered through interaction with the customer;
- freeze a customer's agreed licensing position (agreed by both MICROSOFT™ and the customer) as at a certain date – this is particularly useful for those customers where some compliance activity is undertaken and a position is finalised. This feature means that subsequent license analysis can commence from this established position, and repeated trawling through historical data can be avoided.;
- produce Estimated License Ownership transcripts for forwarding to the customer - both electronically and in hard copy;
- view customers from a compliance perspective;
- view customers from a technology perspective – what MICROSOFT™ technology they using, and the extent of that use;
- record licenses acquired outside of any MICROSOFT™ Volume Licensing programs (i.e. FPP, OEM, license transfers, technology guarantees, etc.);
- record installation information as it becomes available from the customer;
- view what resellers have been active with this customer , the period of activity, the products transacted, and the transaction volumes;
- identify who is the incumbent reseller (where available);
- create visible, auditable, and reversible parent-child links where multiple MsSales IDs exist for the same organisation;
- estimate seat counts for comparative purposes;
- produce reports such as who has:
  - o Upgrade Advantage/Software Assurance expiring;
  - o who has volume agreements expiring;
  - o who are the most appropriate customers to follow up from a compliance perspective (quantified in dollars);

From a **reseller** perspective, the invention provides the ability to:

- create visible, auditable, and reversible parent-child links between resellers (especially useful for viewing and reporting on resellers from both a local office and national perspective);
- categorise resellers based on their activity in certain customer segments;
- additionally assign Influencers (as opposed to fulfilment resellers) to a customer for reporting purposes;
- view resellers and assess how they are performing as compared to either the entire local market or reseller category across a number of comparative factors such as:
  - o customer segment;
  - o agreement type;
  - o product pool;
  - o number of transactions;
  - o number of licenses per agreement type;
  - o average number of licenses sold per transaction;
  - o individual products (e.g. how is this reseller performing with SQL as compared to the market generally or it's peers);
- view an individual reseller's transaction activity;
- report on resellers from a customer perspective;
- provide resellers with a list of expiring UA/SA within their customer base, on an as required basis;
- report on top performing resellers using a number of comparative factors such as:
  - o customer segment;
  - o agreement type;
  - o product pool;
  - o number of transactions;
  - o number of licenses per agreement type;
  - o average number of licenses sold per transaction;
  - o individual products (e.g. how is this reseller performing with SQL as compared to the market generally or it's peers);

From a **product** perspective, the invention provides the ability to:

- analyse sales performance by product, and report on high/low performing products;

- perform on-line product-customer queries (such as who has NT SERVER™ and is not entitled to WINDOWS 2000 SERVER™; who has WINDOWS SERVER™ but not EXCHANGE SERVER™, etc.)

- and more

A further advantage is that all the information is available ON-LINE and UP-TO-DATE as of the most recent data feed.

While the present invention has been illustrated by the description of the embodiments thereof, and while the embodiments have been described in considerable detail, it is not the intention of the applicant to restrict or in any way limit the scope of the appended claims to such detail. Additional advantages and modifications will readily appear to those skilled in the art. Therefore, the invention in its broader aspects is not limited to the specific details representative apparatus and method, and illustrative examples shown and described. Accordingly, departures may be made from such details without departure from the spirit or scope of applicant's general inventive concept.

CLAIMS

1. A method of analysing software product licence data including the steps of:
   i) receiving the data from a sales database;
   ii) collating the data into an analysis database; and
   iii) displaying an analysis of the data using the analysis database.

2. A method as claimed in claim 1 wherein the sales database is the database of a software product's vendor.

3. A method as claimed in any preceding claim wherein the data from the sales database includes transaction data about volume licence sales to customers.

4. A method as claimed in any preceding claim wherein the data includes products lists of available software products.

5. A method as claimed in any preceding claim wherein the data is received from a vendor sales database in a batch feed.

6. A method as claimed in claim 5 wherein the batch feed occurs in any one of monthly, bi-weekly, or weekly.

7. A method as claimed in any preceding claim wherein data received from the sales database is cleaned before it is collated into the analysis database.

8. A method as claimed in claim 7 wherein cleaning the data includes correcting inconsistencies in transaction data or inconsistencies with the existing analysis database.

9. A method as claimed in any one of claim 7 or 8 when dependent on claim 4 wherein cleaning the data includes determining new products from the product list and updating the analysis database.

10. A method as claimed in any preceding claim including the step of:
    iv) interacting with the customers of the vendor to obtain correct customer data, other licence data, and actual software installation data.

11. A method as claimed in claim 10 wherein the data obtained in step (iv) is incorporated into the analysis database.

12. A method as claimed in claim 11 wherein step (iv) is performed using the method of claim 47.

13. A method as claimed in any preceding claim wherein the data analysis includes an assessment of licence ownership.

14. A method as claimed in claim 13 wherein the assessment of licence ownership is displayed for each customer in a summary screen showing products owned by the customer, licences owned for those products by the customer, and a total assessed ownership for each product for the customer.

15. A method as claimed in claim 14 wherein the summary screen further includes a section showing upgrade licences owned by the customer.

16. A method as claimed in claim 15 wherein the section indicates if additional upgrade licences are required.where upgrade licenses have no identifiable base license.

17. A method as claimed in any one of claims 13 to 16 wherein the display of the assessment of licence ownership includes an option to view a derivations screen showing the derivation of calculations in the summary screen.

18. A method as claimed in any preceding claim wherein the data analysis includes an assessment of licence compliance.

19. A method as claimed in claim 18 wherein the assessment of licence compliance is displayed for each customer in a summary screen showing (a) products/licences owned by the customer, (b) products actually installed/used by the customer, and the discrepancy between (a) and (b).

20. A method as claimed in any preceding claim wherein the data analysis includes one or more from the set of transaction data analysis, licence agreement analysis, reseller analysis, customer compliance lists, customer segment

38

analyses, product analysis, and annuity renewal analysis.

21. A method as claimed in any one of the preceding claims including the step of:

v) a user specifying criteria to determine how the data is to be analysed or what portion of the data is to be analysed;

wherein step (v) occurs before step (iii).

22. A method as claimed in claim 21 wherein the data analysis is a customer compliance list and the criteria includes one or more from the set of designating the segment of business, assigning risk weightings to one or more factors, designation of list order, and a time frame.

23. A method as claimed in claim 21 wherein the data analysis is an annuity renewal analysis and the criteria includes one or more from the set of a data range, types of annuity programs/licences, designation of the segment of business, product set, and designation of list order.

24. A method as claimed in any one of the preceding claims wherein the data analysis is displayed on a GUI.

25. A method as claimed in any one of the preceding claims including the step of:

vi) receiving customer data from a vendor CRM database and integrating it into the analysis database.

26. A method as claimed in any one of the preceding claims including the step of:

vii) transmitting corrected customer data to a vendor CRM database.

27. A method of displaying an analysis of software product licence data including the steps of:

i) displaying an assessment of the number of computer users in an organisation using a first graphical characteristic; and

ii) displaying the current number of software product licences owned by the organisation for products of a vendor using a second graphical characteristic.

28. A method as claimed in claim 27 wherein the second graphical characteristic

consists of bars representing each product and the first graphical characteristic is a line, perpendicular to the direction of the bars, overlaid on the bars.

29. A method as claimed in claim 28 wherein the bars are colour-coded to indicate the different types of licenses.

30. A method as claimed in any one of claims 28 to 29 wherein a plurality of licence types exist for a product that bar may be coded the colour of the numerically dominant licence type and the other licences may be represented as smaller bars overlaid on this bar.

31. A method as claimed in any one of claims 28 to 29 wherein each bar represents a licence ownership position for the corresponding product for the organisation and the licences are represented as smaller bars overlaid on this bar.

32. A method of displaying a licence ownership position for a vendor's software products for a customer including the steps of:
    i)   retrieving software product licensing data from a sales database;
    ii)   retrieving other software product licence data from the customer;
    iii)   retrieving assessed use of the software products by the customer;
    iv)   calculating a licence ownership position; and
    v)   displaying the licence ownership position and assumptions about calculations in a GUI.

33. A method as claimed in claim 32 wherein the licence ownership position is calculated using one or more of the following factors the number/estimated number of computer users in the customer's organisation, the number of commercial licences sold to the customer, the relationship between base licenses, upgrade licenses, and licences accrued via maintenance contracts, other licences owned by the customer, and various assumptions.

34. A method as claimed in any one of claims 32 to 33 wherein the licence ownership position is calculated by combining different licence types and aggregating purchases totals.

35.   A method as claimed in any one of claims 32 to 34 wherein the data in steps (i) to (iii) is retrieved from an analysis database created using steps (i) and (ii) of the method of claim 1.

36.   A method as claimed in any one of claims 32 to 35 wherein the sales database is the sales database of the vendor.

37.   A method as claimed in any one of claims 32 to 35 including the step of:
        vi)   calculating and displaying the risk of non-compliance.

38.   A method as claimed in claim 37 wherein step (vi) includes the step of comparing the licence ownership position to actual installation data or actual/estimated computer user data.

39.   A method as claimed in any one of claims 32 to 38 wherein the licence ownership position is recorded and used when later licence ownership positions are calculated.

40.   A method as claimed in any one of claims 32 to 39 wherein the licence ownership position may be refined by providing more data or more reliable data.

41.   A method of determining software product licensing schemes for a customer including the steps of:
        i)   retrieving data from an analysis database created during the method of any one of claims 1 to 26;
        ii)   retrieving customer requirement data; and
        iii)   calculating possible licence schemes.

42.   A method as claimed in claim 41 wherein the data retrieved from the analysis database includes current compliance or non-compliance with licensing schemes by the customer, and data about existing software product licences owned by the customer.

43.   A method as claimed in any one of claims 41 to 42 wherein the customer requirement data includes intended deployment of software products over a

specified time and "soft cost" data relating to administration costs of certain types of licensing schemes.

44.   A method as claimed in any one of claims 41 to 43 wherein the licence schemes include total costs, annual costs, and net-present-value considerations.

45.   A method as claimed in any one of claims 41 to 44 includes the step of:
        iv)   displaying a graphical comparison of the licence schemes.

46.   A method as claimed in any one of claims 41 to 44 including the step of selecting the best possible or most appropriate licensing schemes for the customer.

47.   A method of recording customer data including the steps of:
        i)   prompting questions to ask a customer;
        ii)   recording the responses given by the customer; and
        iii)   integrating the responses into an analysis database created during the method of any one of claims 1 to 26.

48.   A method as claimed in claim 47 wherein the questions include questions relating to software users within the customer's organisation and general details about the organisation, and questions designed to assist the capture of anecdotal information about product use, user counts, and non-volume licence purchases.

49.   A method as claimed in any one of claim 47 to 48 wherein the types of questions prompted may be determined by the lack of certain data, the existence of certain data, or the reliability of certain data within the analysis database.

50.   A method as claimed in any one of claims 47 to 49 wherein the responses recorded automatically update the analysis database and further questions may be based on responses previously supplied.

51.   A method as claimed in any one of claims 47 to 50 including the step of

retrieving compliance/non-compliance data from the analysis database.

52. A method as claimed in claim 51 wherein the data may be used to direct the focus of the questions prompted.

53. A method as claimed in any one of claims 47 to 52 wherein the questions are asked during a calling campaign.

54. A method as claimed in any one of claims 47 to 53 wherein the responses are integrated into a campaign table within the analysis database.

55. A method for selecting a software product of a vendor including the sequentially occurring steps of: .
    i)   displaying a plurality of panes within a GUI;
    ii)   selecting a product type from a list of product types under category headings within a first pane;
    iii) selecting a product variation from a list of product variations within a second pane; and
    iv)   selecting a product version from a list of product versions within a third pane.

56. A method as claimed in claim 55 wherein the software products comply with MICROSOFT™ labelling methodology.

57. A method as claimed in any one of claims 55 to 56 wherein the first pane lists the vendor's most popular product types under each category.

58. A method as claimed in claim 57 wherein the category headings under the first pane include "Applications", "Servers", and "Systems".

59. A method as claimed in any one of claims 55 to 58 including the step of selecting a licence type of the software product within the third pane.

60. A method as claimed in any one of claims 55 to 59 wherein the selection of a product type within the first pane determines the product variations listed in the second pane.

61.   A method as claimed in any one of claims 55 to 60 wherein selection of the product type is confirmed by actuation of a button within the first pane.

62.   A method as claimed in any one of claims 55 to 61 wherein the selection of a product variation within the second pane determines the product versions listed in the third pane.

63.   A method as claimed in any one of claims 55 to 62 wherein selection of the product variation is confirmed by actuation of a button within the second pane.

64.   A method as claimed in any one of claims 55 to 63 wherein the method is used to record or update actual installation data of the software product in a customer's organisation.

65.   A method for linking two company names including the steps of:
       i)   entering a first company name abbreviation in a first region;
       ii)   populating a first list within a second region with company names which correspond to the first company name abbreviation;
       iii)   selecting a first company name from the list;
       iv)   entering a second company name abbreviation in a third region;
       v)   populating a second list within a fourth region of company names which correspond to the second company name abbreviation;
       vi)   selecting a second company name from the second list; and
       vii)   linking the first company name with the second company name.

66.   A method as claimed in claim 65 wherein the company names are linked because the first company name is the parent or child of the second company name, the first company name is the former or present name of the second company name, or the first company name is an alternative name of the second company name.

67.   A method as claimed in any one of claim 65 to 66 wherein the first and second company name abbreviations may be a search string for a part of a company name.

68.   A method as claimed in any one of claim 65 to 67 wherein the first and second

lists include the company name and its link status.'

69. A method as claimed in claim 68 wherein the link status is any one of the set of not linked, a parent, and a child.

5

70. A method for displaying linked company names including the steps of:

    i) displaying a list of one or more primary company names;

    ii) displaying under each primary company name one or more secondary company names linked to the primary company name; and

10 iii) displaying one or more graphical characteristics each representing the link between each secondary company name and its corresponding primary company name.

71. A method as claimed in claim 70 wherein the company names are linked

15 because the primary company name is the parent of the secondary company name, the secondary company name is the former name of the primary company name, or the secondary company name is an alternative name of the primary company name.

20 72. A method as claimed in any one claims 70 to 71 wherein the secondary company is displayed under and indented with respect to the primary company name.

73. A method as claimed in any one claims 70 to 72 including the step of

25 displaying one or more tertiary company names each linked to a secondary company name under their respective secondary company names and one or more graphical characteristics representing each link.

74. A method as claimed in any one of claims 70 to 73 wherein the graphical

30 characteristics used to represent the link are "L-shaped" branches.

75. A system for implementing the method of any one of the preceding claims.

76. Software for effecting method or system of any one of the preceding claims.
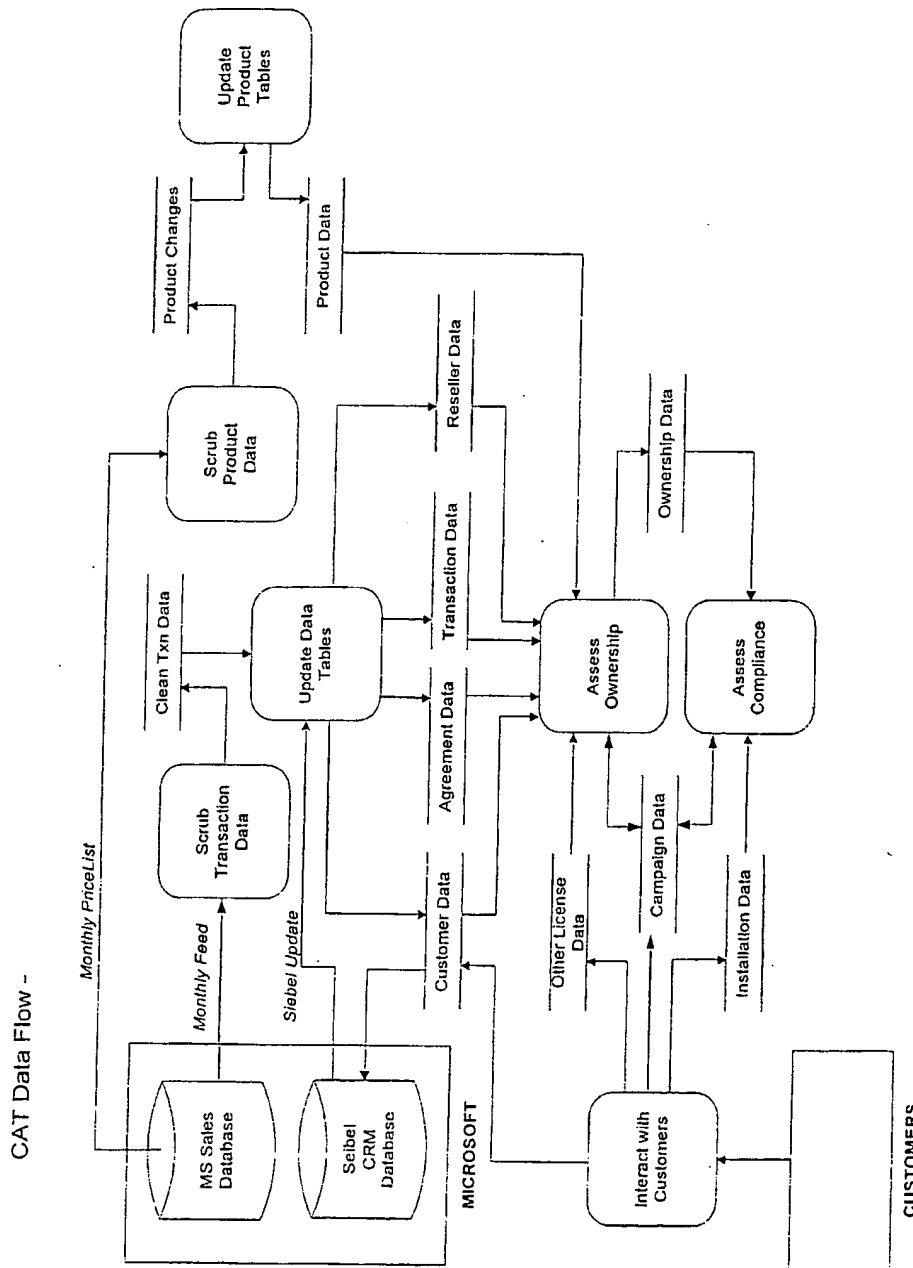
1/32

Figure 1

CAT Data Flow –

Compliance Analysis Toolset Site Map

1112117 - XYZ COMPANY   Upper Mid-Market   1 of 104   Next   Choose Customer

This Site Map shows the major functions of the CAT system. The Quick Menu displayed to the left provides continuous access to the features activated in this test system. The features listed in the various sections below provide links to active screens in some instances, and in other cases provide a link to a description of how the feature will work when activated.

CUSTOMER VIEW

MS Sales Overview
Key indicators from MS Sales txns

Customer Profile
Customer profile from MS Sales txns

Compliance Summary
Estimate of compliance position

Transaction List
Searchable list of all MS Sales txns

Agreement List
Searchable list of all VLM agreements

Record Other Licensing
Ability to record other licensing (e.g. FPP,OEM)

Review Other Licensing
Review and edit other licensing entries

Record Installation Data
Ability to record installation information

ELP Workbench
Modify an Effective Licensing Position

Review History
Review previous compliance activity

Report on Customers
Product various customer reports

Customer Administration
Linking and other customer admin

RESELLER VIEW

Reseller Overview
Key indicators from MS Sales txns

Reseller Analysis
In-depth analysis of this reseller

Reseller Reports
Various reports on reseller activity

Reseller Administration
Linking and other reseller admin

PRODUCT VIEW

Product List
Searchable list of products and release dates

Product Profile
Analysis of sales for each product or product family

Product Reports
Various reports on product transactions

Product Licensing Rules
Summary of licensing rules for a chosen product family

SALES & MARKETING VIEW

Customer Segment Analysis
Comparative analysis of customer segment by product, agreement type etc

Agreement Analysis
Comparative analysis of agreement type by product, segment, reseller etc

Product Analysis
Comparative analysis of product families by customer segment, agreement type etc

OTHER MODULES

Agreement Modelling
Tools for capturing customer deployment plans and modelling best agreement options

Call Center Workbench
Scripts for capturing and analysing information via call center programs

Reseller Access
Ability for Resellers to access data and views for assigned customers

Customer Access
Ability for customers to review MS Sales transaction analysis

Figure 2

Figure 3

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Figure 3A

COMPLIANCE **A**NALYSIS **T**OOLBET   1112117 XYZ COMPANY   Upper Mid-Market   1 of 104   Next   **Choose Customer**

1112117 - XYZ Company

LICENSE OWNERSHIP AND COMPLIANCE SUMMARY

Product	Version	Std Lic	Upg Lic	Maint Accr's	Ent Accr's	Total MS Sales	Other Lic	Total Owned	Total Inst'd	Compl Status	Compliance Display	Est Cost
Office Pro/Bookshelf Bundle	97			50		50		50	20	30		
Office Professional	7.00		100			100		100	110	-10		$9,500
Office Small Business	2000	4				4	5	9	10	-1		$0
Power Point	2000	4				4		4		-1		
Project	2000	16				16		16	34	-10		$12,924
Publisher	2000	10				10		10	10	0		
SQL Server Standard Edition	2000	1				1		1	1	0		
Visio Enterprise	2000						2	2		2		
Visio Professional	2000	13				13		13	22	-9		$7,570
Visio Professional	2002	3				3		3	6	-3		$2,526
Visio Standard	2002	11				11		11	9	2		
Visual FoxPro Professional	6.00	1				1		1	1	0		
Windows 2000 CAL	2000	5				5	10	15	44	-29		$1,790
Windows 2000 Professional	2000						95	95	142	-47		$18,203
Windows 2000 Server	2000	5				5		5	5	0		
Windows 2000 Trmnl Services CAL	2000	5				6		6	6	0		
Windows 95	95		100			100		100		100		
Windows NT CAL	4.00	150				150		150		150		
Windows XP Professional	XP		2			2		2		2		
Estimated Non-Compliance Cost												$52,609

Figure 4

COMPLIANCE SUMMARY

5671B3D - XYZ COMPANY

Choose Customer

Small Business
C: 40   S: 23
C: 40   S: 23

Previous   6 of 23   Next

Product	Version	Total MS Sales	Total OEM	Total FPP/OUbei	Total Owned	Total Installed	Variance Raw	Variance Adj	Downgrades
Exchange CAL	2000	0		5	5	23	-18	-18	
Summary Total for Exchange CAL									-18 Apparent Shortfall
Exchange Server - Standard	2000	0		1	1	1	0	0	0 avail
Summary Total for Exchange Server - Standard									0 Compliant
office	2000	0		10	10	23	-13	-13	
Summary Total for Office									-13 Apparent Shortfall
Project	2002	0		3	3	3	0	0	0 avail
Summary Total for Project									0 Compliant
SQL Server Standard Edition	2000	0		1	1	1	0	0	0 avail
Summary Total for SQL Server Standard Edition									0 Compliant
Windows NT CAL	2000	25		25	25	23	2	2	2 avail
Windows NT CAL	2003	0		0	0	3	-3	-3	
Summary Total for Windows NT CAL									-1 Apparent Shortfall
Windows NT Server	2000	1		1	1	1	0	0	
Summary Total for Windows NT Server									Unknown (insufficient installation data)
Office Small Business	2000	0	15		15	15			
Summary Total for Office Small Business									Unknown (insufficient installation data)

Figure 4A

COMPLIANCE ANALYSIS TOOLSET   2263186 - XYZ Company

2263186 - XYZ Company   LOP PRODUCT OWNERSHIP SUMMARY

LOP Calculated on 18-Apr-03

Product	Version	Std Lic	Upg Lic	Maint Accr'o	Ent Accr'o	MS Sales Total	Upg-NoBase	Maint-NoBase	Ent-NoBase	Total-NoBase	Family Total	Show LOP Deriv.
Exchange CAL	2000			340		340				0	340	Derivation
Exchange Server - Enterprise	2000	1		1		2		1		1	2	Derivation
Exchange Server - Standard	2000			2		2			0	0	2	Derivation
FrontPage	2000	5				5			0			Derivation
FrontPage	2002	3				3			0		8	Derivation
Office	2000	00	-40			120			0			Derivation
Office	XP	20				31			0		151	Derivation
Office Developer	2000	1				1			0		1	Derivation
Office Professional	2000					0	2		2			Derivation
	XP			40		40		28	-28		40	Derivation
Project	2000	2				2			0			Derivation
Project	2002	5		10		15			0		17	Derivation
Publisher	2002	1				1			0		1	Derivation
SQL CAL	7.00	6				6			0		6	Derivation
SQL Server Standard Edition	2000	8		3		11			0		11	Derivation
Visual Basic Enterprise	6.00	1				1			0		1	Derivation
Visual SourceSafe	6.00	23				24	1		1		24	Derivation
Visual Studio .NET Ent Developer	6.00	1				1			0		1	Derivation
Visual Studio .NET Professional	6.00	2				2			0			Derivation

Choose Customer

Menu

http://accpower/CAT_DEV/cf_ownership_summary.asp

Figure 4B

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Figure 4C

Figure 5

01/532757

COMPLIANCE ANALYSIS Tool-Set 1112117 - XYZ COMPANY

1112117 - XYZ Company — Listing Of All Agreements Used Upper Mid-Market 1 of 104 Next Choose Customer

Customer
Reseller

Agreement Status | Program | Master Agreement | show agmts
Start Date from | End Date to | Agreement ID | reset

OPEN LICENSE - Expired	Master: 03011025BAS9904	Agmt ID: 5F83U13799	Start: 30-Jan-97
OPEN LICENSE - Expired	Master: 030110499SS9904	Agmt ID: 5F83U13812	Start: 30-Jan-97
OPEN LICENSE - Expired	Master: 1100676GARS0007	Agmt ID: 9111019594	Start: 29-Jul-98
OPEN LICENSE - Expired	Master: 1100676AAS0007	Agmt ID: 9111019597	Start: 29-Jul-98
OPEN LICENSE - Expired	Master: 03011025BAS9904	Agmt ID: 9111368009	Start: 02-May-99
OPEN LICENSE - Expired	Master: 1244056GZZS0205	Agmt ID: 9112402051	Start: 25-May-00
OPEN LICENSE - Current	Master: 129313952ZS0211	Agmt ID: 9112960780	Start: 03-Nov-00
OPEN LICENSE - Current	Master: 129313952ZS0211	Agmt ID: 9113023246	Start: 20-Nov-00
OPEN LICENSE - Current	Master: 129313952ZS0211	Agmt ID: 9113101492	Start: 10-Dec-00
OPEN LICENSE - Current	Master: 129313952ZS0211	Agmt ID: 9113233332	Start: 18-Jan-01
OPEN LICENSE - Current	Master: 129313952ZS0211	Agmt ID: 9113239120	Start: 21-Jan-01
OPEN LICENSE - Current	Master: 129313952ZS0211	Agmt ID: 9113466600	Start: 18-Mar-01
OPEN LICENSE - Current	Master: 129313952ZS0211	Agmt ID: 9113486304	Start: 21-Mar-01
OPEN LICENSE - Current	Master: 129313952ZS0211	Agmt ID: 9113602771	Start: 17-Apr-01
OPEN LICENSE - Current	Master: 129313952ZS0211	Agmt ID: 9113601003	Start: 08-May-01
OPEN LICENSE - Current (4900110)	Master: 129313952ZS0211	Agmt ID: 9113054549	Start: 17-Jul-01
OPEN LICENSE - Current	Master: 129313952ZS0211	Agmt ID: 9114248162	Start: 07-Oct-01

Figure 6

COMPLIANCE **A**NALYSIS **T**OOLSET 112117 - XYZ COMPANY

Upper Mid-Market | Next | 1 of 101 | Choose Customer

STEP 1 OF 3

SELECT PRODUCT TYPE

⦿ Office
○ Project
○ Visio
○ Languages
○ Single Applications

○ NT/Windows
○ Exchange
○ SQL
○ SMS
○ BackOffice
○ Terminal Server
○ Small Business Server
○ Other Server

○ Windows
○ Other Systems

NEXT →

STEP 2 OF 3

REFINE SELECTION

⦿ Office
○ Office Mac
○ Office Small Business
○ Office Professional
○ Office Premium
○ Office Pro Special Edition
○ Office Pro/Bookshelf
○ Office ProBkshelf/VFoxPro
○ Office Pro/VFoxPro
○ Office Developer

NEXT →

FINAL STEP

SELECT VERSION AND RECORD DETAILS

Your name (e.g. John Smith)... ☒

Enter quantity..... [0   ]   and date.. January ▾ 2002 ▾

⦿ Standard License   ○ Version Upg   ○ Competitive Upg   ○ Product Upg
○ Maintenance (incl UA or SA) - also need End Date... ▾

⦿ Full Package Product (FPP)   ○ OEM
○ License Transfer   ○ Gifted (add explanation below)
○ Technology Guarantee   ○ Other (add explanation below)

⦿ Confirmation not sighted   ○ Proof of Purchase confirmed

RECORD DATA   RESET FORM

Figure 7

http://www.accordo.co.nz/CAT_Test/CAT.asp - Microsoft Internet Explorer

File   Edit   View   Favorites   Tools   Help

Back

Address http://www.accordo.co.nz/CAT_Test/CAT.asp

Go   Links

COMPLIANCE ANALYSIS TOOLSET   1112117 - XYZ COMPANY

1112117 - XYZ Company   —   All Licenses Acquired by Other Means

Upper Mid-Market   1 of 104   **Choose Customer**

Next

Customer   Product   method   Proof of Purchase   apply filter

enterer   Date From   Date To   License Type   reset

1112117	Visio Enterprise	2000	Standard License	2	01-Jan-02	Full Package (FPP)
Enterer:	WJ (on 23-Oct-02)		Status: Not Confirmed	Notes:		
1112117	Windows 2000 CAL	2000	Standard License	10	01-Jan-02	Full Package (FPP)
Enterer:	WJ (on 23-Oct-02)		Status: Not Confirmed	Notes:		

MS Sales Overview

Customer Profile

Compliance Summary

Customer Agreements

Customer Transactions

Record Other Licensing

Review Other Licensing

Record Installation Data

Reseller Profiles

Customer Summary Report

Done   Internet

Start   3:45 p.m.

Figure 8

COMPLIANCE **A**NALYSIS **T**OOLSET   1112117 - XYZ COMPANY

Upper Mid-Market   1 of 104   Choose Customer

Next

STEP 1 OF 3

SELECT PRODUCT TYPE

Applications
- ○ Office
- ○ Project
- ○ Visio
- ○ Languages
- ○ Single Applications

Servers
- ○ NT/Windows
- ○ Exchange
- ○ SQL
- ○ SMS
- ○ BackOffice
- ○ Terminal Server
- ○ Small Business Server
- ○ Other Server

Systems
- ○ Windows
- ○ Other Systems

NEXT ->

STEP 2 OF 3

REFINE SELECTION

Office Products
- ⊙ Office
- ○ Office Mac
- ○ Office Small Business
- ○ Office Professional
- ○ Office Premium
- ○ Office Pro Special Edition
- ○ Office Pro/Bookshelf
- ○ Office Pro/Bkshelf/VFoxPro
- ○ Office Pro/VFoxPro
- ○ Office Developer

NEXT ->

FINAL STEP

EDIT INSTALLATION QUANTITIES

The table shows the selected products and the current recorded installation quantity for each. This quantity can be updated by amending the appropriate entry and pressing the "UPDATE QUANTITY" button.

UPDATE QUANTITY   RESET FORM

Figure 9

COMPLIANCE ANALYSIS TOOLSET

Reseller View

Return to
Customer View

List of Resellers

| Group Alphabetically | Agreement Type | Customer Type | Active From | Search for | | Show Children |
| Show All | Show All | Show All | Jul-96 | | display | reset |

12	A1 COMPANY	First Txn 29-Dec-00	Last Txn 02-Aug-02		Customer Types CMM	Total Custs: 1	Agreement Types Open	Total Agnts: 1	Product Pools Apps Surs	17	View Profile
65	A2 COMPANY	First Txn 30-Jun-00	Last Txn 23-Aug-02	SmB	Customer Types CMM	Total Custs: 15	Agreement Types Open	Total Agnts: 1	Product Pools Apps Surs Sys	25	View Profile
113	A3 COMPANY	First Txn 20-Sep-01	Last Txn 20-Sep-01	SmB	Customer Types	Total Custs: 1	Agreement Types open	Total Agnts: 1	Product Pools Apps Surs Sys	1	View Profile
119	A4 COMPANY	First Txn 27-Aug-99	Last Txn 27-Aug-99		Customer Types CMM UMM	Total Custs: 2	Agreement Types Open	Total Agnts: 2	Product Pools Surs Sys	2	View Profile
143	A5 COMPANY	First Txn 01-Jan-99	Last Txn 01-Jan-99		Customer Types	Total Custs: 1	Agreement Types Open	Total Agnts: 1	Product Pools Apps Surs	1	View Profile
173	A6 COMPANY	First Txn 02-Aug-96	Last Txn 23-Aug-02	SmB	Customer Types CMM UMM Corp	Total Custs: 82	Agreement Types Open Sel Ent	Total Agnts: 246	Product Pools Apps Surs Sys	246	View Profile
202	A7 COMPANY	First Txn 02-Aug-96	Last Txn 23-Aug-02	SmB	Customer Types CMM UMM Corp Maj	Total Custs: 202	Agreement Types Open Sel Ent	Total Agnts: 1050	Product Pools Apps Surs Sys	1050	View Profile
247	A8 COMPANY	First Txn 30-Mar-01	Last Txn 25-Jan-02	SmB	Customer Types CMM UMM Corp	Total Custs: 2	Agreement Types Open	Total Agnts: 4	Product Pools Apps Surs Sys	4	View Profile
292	A9 COMPANY	First Txn 02-Aug-96	Last Txn 16-Aug-02	SmB	Customer Types CMM UMM Corp	Total Custs: 48	Agreement Types Open	Total Agnts: 91	Product Pools Apps Surs	91	View Profile
296	A10 COMPANY	First Txn 01-Jan-99	Last Txn 26-Apr-02	SmB	Customer Types CMM UMM Corp	Total Custs: 12	Agreement Types Open	Total Agnts: 24	Product Pools Apps Surs Sys	24	View Profile

MS Sales
Overview

Customer
Profile

Compliance
Summary

Customer
Agreements

Customer
Transactions

Record Other
Licensing

Review Other
Licensing

Record
Installation
Data

Reseller
Profiles

Customer
Summary
Report

Figure 10

Call center workbench

Microsoft Access - [Call Opening]

File   Edit   View   Insert   Format   Tools   Records   Window   Help

Type a question for help

Core Medium Business

CALLER NUMBER

Organisation Details

Amended Organisation Name:
XYZ Company

Primary Address details
244 Bush Road, Albany
Private Bag 102 922
North Shore Mail Centre

Primary City   Primary Phone:
AUCKLAND   +64099806700

Call Status Details
Current Call Status
In progress

Record Other Purchases
Other Purchases

660   XYZ Company

Primary Contact Details:

First Name   Last name
Graham   Crookes

Phone (DDI)

Email Address

Job Role:
IT Manager

Included (Child) Organisations
License data included with this org'n
XYZ Company
XYZ Company NZ Limited
XYZ COMPANY LTD

Record any further names here....
Add Other Co Names

Show any Seibel Data: Seibel Data

Vertical Industry Classification

Marketing Audience

Influence Level

★★ Special Notes ★★

*Action - Customer will complete by
mid September.*

License details and
compliance analysis

Press to proceed to
customer interview

Log call   Call Log
details

License
Analysis

Profiling

Exit

Record: 14 ◄ 4   ► ►I ►* of 91

Form View

NUM

4. Microsoft Access

Figure 11

Figure 12

Figure 13

Parent-child linking

File   Edit   View   Favorites   Tools   Help

Address http://www.accordo.co.nz/Project_MS/CAT.asp

COMPLIANCE ANALYSIS TOOLSET   4252468 - XYZ COMPANY   Small Business   1 of 0000   Choose Customer
Next

Home
Site Map
MS Sales
Overview
Customer
Profile
Compliance
Summary
Customer
Screening
Customer
Transactions
Record Other
Licensing
Review Other
Licensing
Record
Installation
Data
Reseller
Profiles
Link
Customer
Customer
Summary
Report

Customer Linking

Main Menu

You can enter a character string in the search box to narrow down the list. The list will contain all links where the parent or child name contains the search string (this search is case-sensitive).

Search String: [   ]   View Links

This will take you to a page where you can select parent and child customers to form a new customer link. The link will not be activated until checked by an administrator - typically within 24 hours.

Register a Link

This will take you to a page where you can select an existing link and request its removal. The link removal will not be activated until checked by an administrator - typically within 24 hours. You can enter a character string in the search box to narrow down the list. The list will contain all links where the parent or child name contains the search string (this search is case-sensitive).

Search String: [   ]   Remove a Link

Internet

Figure 14

http://www.accordo.co.nz/Project_MS/CAT.asp - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back >> Address http://www.accordo.co.nz/Project_MS/CAT.asp Go

Compliance Analysis Tool

4252468 - 121   XYZ COMPANY

WebFerret

Small Business

Choose Customer

1 of 0600
Next

Left menu: Home | Site Map | MS Sales Overview | Customer Profile | Compliance Summary | Customer Agreements | Customer Transactions | Record Other Licensing | Review Other Licensing | Record Installation Data | Reseller Profiles | Link Customers | Customer Summary Report

3062056 - A1B Company	Active	W Jackson	04-Nov-02
4742575 - A2 Company			
1050252 - A2A Company	Active	W Jackson	04-Nov-02
4750453 - A3 Company			
1620624 - A3A Company	Active	W Jackson	04-Nov-02
4619009 - A3B Company	Active	W Jackson	04-Nov-02
5291412 - A3C Company	Active	W Jackson	04-Nov-02
4757500 - A4 Company			
4107146 - A4A Company	Active	W Jackson	04-Nov-02
5070008 - A4B Company	Active	W Jackson	04-Nov-02
4772010 - A5 Company			
4799954 - A5A Company	Active	W Jackson	04-Nov-02
4702947 - A6 Company			
2195912 - A6A Company	Active	W Jackson	04-Nov-02
4810729 - A7 Company			
4938207 - A7A Company	Active	W Jackson	04-Nov-02
4840948 - A8 Company			
4945619 - A8A Company	Active	W Jackson	04-Nov-02
4841035 - A9 Company			
4146240 - A9A Company	Active	W Jackson	04-Nov-02
44B8636 - A9B Company	Active	W Jackson	04-Nov-02
4242701 - A9C Company	Active	W Jackson	04-Nov-02
4840014 - A10 Company			
2917462 - A10A Company	Active	W Jackson	04-Nov-02

Done   Internet

File Edit View Favorites Tools Help

Back

Address http://www.accordo.co.nz/Project_MS/CAT.asp

COMPLIANCE ANALYSIS TOOLSET

4252468 - XYZ Company

Small Business   1 of 0600   Next   WebFerret   Choose Customer

Register a Proposed Customer Link

This screen is divided into two sections. In the left panel you can choose a parent customer, and in the right panel choose a child customer. For each choice, you can use the search tools provided to quickly identify the appropriate customer.

Search for a Parent

Enter a search string in the panel provided to narrow the choice of parent customer. Then choose a parent from the drop-down list at the bottom of the page.

Enter Search String: XYZ

Now choose a search mode:

⦿ Starts With ◯ Contains ◯ From Here ◯ Show All ◯ With ID

Search for Parent

Choose a Parent

Note: Current link status is shown, e.g. 'Not Lkd' means this customer is not currently linked, 'Lkd Pnt' means linked as a parent, 'Lkd Chd' means linked as a child, and 'Lkd P&C' means this customer is a child and also a parent

Not Lkd   5620913 - XYZ Company

Choose Parent

Search for a Child

Enter a search string in the panel provided to narrow the choice of child customer. Then choose a child from the drop-down list at the bottom of the page.

Enter Search String:

Now choose a search mode:

⦿ Starts With ◯ Contains ◯ From Here ◯ Show All ◯ With ID

Search for Child

Choose a Child

Selected Parent is:

5620913 - Fresh Choice Barringtons

Note: Current link status is shown as with 'Choose a Parent'

Not Lkd   4252468 - XYZ COMPANY NZ LTD

You must enter your name in the box below and then press the button to review the proposed link...

Wayne Jackson

Review Link

Internet

Done

Figure 16

Figure 17

Agreement Modelling

Figure 18A

Figure 18B

Figure 19A

Figure 19B

XYZ Company — Other Costs

Weighting Scale

0%	Not important at all
10%	Minimal importance
25%	Fairly important
50%	Important
75%	Very important
100%	Essential
150%	Requires Dedicated Resource

Option	Admin Costs			Audit Costs			Total 3-Yr Cost
	Actual	Weight	Wgtd Cost	Actual	Weight	Wgd Cost	
1 New Select - use Upg Adv	$736,338	100%	$736,338	$23,483	100%	$23,483	$759,827
2 New Select - no UA, use VUPs	$736,338	150%	$1,104,508	$23,483	150%	$35,233	$1,139,740
3 Enterprise Agmt - Full	$736,338	10%	$73,634	$23,483	10%	$2,348	$75,993
4 Enterprise Agmt - Office Pro	$736,338	75%	$552,254	$23,483	50%	$11,744	$563,993
5 Enterprise Agmt - Office Pro & Win	$736,338	50%	$368,169	$23,483	25%	$5,872	$374,041
6 Enterprise Agmt - Office Pro & CALs	$736,338	25%	$184,085	$23,483	25%	$5,872	$189,957
7 Enterprise Agmt - Win	$736,338	100%	$736,330	$23,483	50%	$11,744	$748,082
8 Enterprise Agmt - CALs	$736,338	75%	$552,254	$23,483	50%	$11,744	$563,998
9 Enterprise Agmt - Win & CALs	$736,338	50%	$368,169	$23,483	25%	$5,872	$374,041

Summary of Weighted Additional Costs

Sheet tabs: Other Costs Summary / Other Costs Worksheet / Financial Costs

Figure 20A

XYZ Company — Administration Costs

Order Processing Costs

Assessed cost to raise an order, receipt and pay an invoice	$	120.00
Number of new machines to be acquired during 4 yrs in resp. order amts		5,292
Total cost of raising order for new machines during term of agreement	$	637,560.00

Centralised Administration Salary Cost

Centralised administrator salary cost per annum	$	40,000.00
Fully burdened factor		1.2
Fully burdened salary cost per annum	$	48,000.00
Percentage of time dedicated to licensing admin		12%
Cost per annum of licensing admin - centralised p.a.	$	6,000.00
Cost during life of agreement	$	18,000.00

Other People Administration Requirements

Number of other people which must ensure compliancy		2
Aves salary cost of other people involved p.a.	$	60,000.00
Fully burdened factor		1.2
Fully burdened salary cost for all business units p.a.	$	144,000.00
Percentage of time dedicated to licensing admin		5%
Cost per annum of licensing admin - at b.u. per annum	$	7,200.00
Cost during life of agreement	$	21,600.00

Cost of admin during life of agreement	$	727,560.00

Incorporates tasks such as:
  receipt and administration of monthly price lists
  collate license consumption from the various subs on a monthly basis
  generation of monthly (or daily) purchase order to reseller

Cost of Budgeting

Number of budgeting exercises during term of agrt		3
Number of weeks allocated to task		1
IS Manager's salary cost per annum	$	140,000.00

Sheet tabs: Other Costs Worksheet / Financial Costs \ Administration Costs / Compliance and Audit

Figure 20B

	A	B	C	D	E	F	G	H	I	J	
1	XYZ Company		Purchase under V5 and use MVLP for UA and later Purchases								
2											
3	All prices quoted at retail for comparison								116.000%		
4							Allow for general price increase		18.000%		
5		Upgrade Adv	Opening			Assumes new lics	mos new lics	MVLP UA &			
6	Upgrade Advantage - Product	VLP /2 Year	Qty	Year 1	Year 2	overed in Yr 3	overed in Yr 4	Sel 4.0 Purchase	Yr 1 $	Yr 2 $	
7	Office Standard	$472.00	6092	6092	6092	6092	6092	$4,571,924	$1,437,712	$1,437,712	$1,
8	Office Professional	$555.00	1952	1952	1952	1952	1952	$1,753,579	$551,440	$551,440	$5
9											
10	Windows 95/3.X	$330.00	0	0	0	0	0	$0	$0	$0	
11	Windows NT Workstation	$350.00	8044	8044	8044	8044	8044	$4,220,687	$1,327,260	$1,535,167	$1,
12											
13	BackOffice Client Access	$237.00	0	0	0	0	0	$0	$0	$0	
14	Windows 2000 Client Access	$41.00	1243	8044	8044	8044	0	$524,398	$164,902	$164,902	$
15	Exchange Client Access	$91.00	551	8044	8044	8044	0	$1,163,656	$366,002	$366,002	$
16	SMS Client Access	$57.00	0	0	0	0	0	$0	$0	$0	
17	SQL Server Client Access	$197.00	650	2011	2011	2011	0	$629,906	$198,084	$198,094	$
18	SNA Server Client Access	$61.00	0	0	0	0	0	$0	$0	$0	
19								$12,864,370	$4,045,400	$4,284,306	$4,
20				6092		6092					
21											
22			Opening								
23	New Purchases - Product		Qty	Year 1	Year 2	Year 3	Year 4	Select 5.0	Yr 1 $	Yr 2 $	
24	Office Standard	$695.00	0	0	0	0	0	$0	$0	$0	
25	Office Professional	$935.00	0	0	0	0	0	$0	$0	$0	
26	Office Std U/g to Office Pro	$163.00	0	0	0	0	0	$0	$0	$0	
27	Single App (Access) U/g to Office Pro	$361.00	0	0	0	0	0	$0	$0	$0	
28											
29	Windows NT Workstation upgrade	$338.00	8044	0	0	0	0	$0	$0	$0	
30											
31		MVLP - B									
32	BackOffice Client Access PUP from SQL	$251.00	0	0	0	0	0	$0	$0	$0	
33	BackOffice Client Access PUP non SQL	$314.00	0	0	0	0	0	$0	$0	$0	

Figure 21

MAIN CAT SYSTEM

LOP WORKBENCH

Figure 22

Figure 23

Customer Compliance Report

5577744 - XYZ COMPANY   Low Small Business   1 of 2005   Next   Choose Customer

Save This Report   Grand Total $1,420,315

NOTES:
1. The metrics shown in this report are calculated to provide an indication of the list of non-compliance. Each metric can range from 0 to 100, with 100 representing the highest risk of non-compliance. The numbers are primarily intended for compliance purposes.
2. The compliance dollars indicated for each customer in this report are indicative only. They are calculated based on the assumption that each customer is running the IAS application indicated as being 'in use' on every seat, and also using seat counts which have not necessarily been independently confirmed.

Rank	CustID	Customer Name	Wghtd Ave	Totals	$Value	Component Metrics			Seat Count	Standard Products				Show Detail
						UnBase	Vers	Resell		Critical	Excl	HT	SMS	
1	2864474	A1 COMPANY	68	98	$354,480	58	20		856	Y	=	=	=	Detail
2	1289410	A2 COMPANY	60	87	$345,702	24	25		800	Y	=	=	=	Detail
3	954908	A3 COMPANY	70	67	$253,674	60	50		592	Y	Y	Y	Y	Detail
4	4276203	A4 COMPANY	66	80	$248,220	36	50		600	Y	=	Y	Y	Detail
5	2857967	A5 COMPANY	61	80	$229,095	0	78		600	Y	=	=	=	Detail
6	1026813	A6 COMPANY	70	97	$206,700	-48	40		400	Y	=	=	=	Detail
7	1368945	A7 COMPANY	58	90	$189,420	29	30		500	Y	=	Y	=	Detail
8	2956679	A8 COMPANY	62	84	$187,545	0	26		400	Y	Y	Y	Y	Detail
9	1752369	A9 COMPANY	78	96	$188,120	100	20		388	Y	=	Y	=	Detail
10	1235280	A10 COMPANY	63	92	$180,546	6	50		350	Y	Y	Y	=	Detail
11	1326776	A11 COMPANY	69	90	$176,325	38	53		350	Y	=	=	=	Detail
12	1858140	A12 COMPANY	50	91	$160,700	0	20		400	Y	=	=	=	Detail
13	1422567	A13 COMPANY	52	85	$158,570	14	16		300	Y	Y	Y	=	Detail
14	4247337	A14 COMPANY	73	73	$150,850	97	35		350	Y	=	Y	=	Detail

Figure 24

10/532757

COMPLIANCE ANALYSIS Tool

1626873 - XYZ COMPANY

Core Mid-Market
C: 0   S: 400   E: 10   23031 of 28057   Choose
Previous   Next   Customer

1626873 - XYZ COMPANY

Compliance Profile

NOTE: To exclude this customer - un-check this box: ☑   Reason for Exclusion: Other Sales Activity

Include/Exclude Products				Dollar Value Analysis				Seat Count and Segment Edit
Product	Include	Unown	Assumed	Product	Owned	Used	Value	
Office	☑	○	⊙	Office	10	400	$103,050	Confirmed Seats: 0
NT/Win2000 CAL	☑	○	⊙	NT/Win2000 CAL	10	400	$13,650	Siebel Seats: 400
Exchange CAL	☐	○	⊙	Exchange CAL	0	0	$0	Estimated Seats: 10
SMS CAL	☐	○	⊙	SMS CAL	0	0	$0	Seats Used: 10
								Segment: Core Mid-Market

Save Changes and Re-Run Report   Return Without Saving Changes

Figure 25

1532757

Compliance Analysis Toolset   4252468 - XYZ COMPANY

Projected Renewal Revenue   Oct-03 to Oct-04   (Segments: All)

Office	Oct-03	Nov-03	Dec-04	Jan-04	Feb-04	Mar-04	Apr-04	May-01	Jun-04	Jul-04	Aug-04	Sep-04
Project	$50,000	$220,500	$147,000	$24,500	$245,000	$171,500	$245,000	$171,500	$563,500	$5,390,000	$98,000	$73,500
Win Svr/CAL	$49,000	$73,500	$0	$0	$0	$24,500	$24,500	$24,500	$147,000	$146,500	$0	$0
Exchange	$122,600	$147,000	$73,500	$49,000	$73,500	$73,500	$122,500	$49,000	$535,000	$1,690,500	$49,000	$24,500
Windows DOS	$0	$122,500	$24,500	$0	$0	$0	$24,500	$24,500	$98,000	$710,500	$0	$0
SQL Svr/CAL	$49,000	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
Visio	$49,000	$49,000	$49,000	$0	$0	$24,500	$24,500	$24,500	$392,000	$588,000	$0	$0
Other	$24,500	$73,500	$24,500	$24,500	$0	$49,000	$24,500	$0	$10,000	$98,000	$0	$0
Total Annuity	$346,500	$704,000	$361,500	$147,000	$367,500	$416,500	$563,500	$310,500	$2,220,500	$9,077,500	$200,500	$411,000

Figure 26

Figure 27

32/32

Compliance Analysis Toolset   4252160 - 121 AGENT XYZ COMPANY

Small Business   1 of 10216   **Choose Customer**

Annuity Customer Report

Expiry Date	Customer Name	MS Sales ID	Segment	Qty	Product Name	Revenue	Program / License Type	Reseller	Agreement ID / Master No.
23-Oct-03	A1 Company	649743	Corporate	200	SQL CAL	$11,230	Select-1 Upgrade Advantage		5210626 33-70065
23-Oct-03	A1 Company	649743	Corporate	50	Project	$10,770	Select-1 Upgrade Advantage		5210626 33-70065
23-Oct-03	A1 Company	649743	Corporate	200	Windows IIT CAL	$2,200	Select-1 Upgrade Advantage		5210626 33-70065
23-Oct-03	A1 Company	649743	Corporate	2	SQL Server Standard Edition	$613	Select-1 Upgrade Advantage		5210626 33-70065
23-Oct-03	A1 Company	649743	Corporate	2	Windows IIT Server	$459	Select-1 Upgrade Advantage		5210626 33-70065
23-Oct-03	A1 Company	649743	Corporate	1	Exchange Server - Standard	$205	Select-1 Upgrade Advantage		5210626 33-70065
23-Oct-03	A1 Company	649743	Corporate	1	Visual C++ Professional	$206	Select-1 Upgrade Advantage		5210626 33-70065
31-Oct-03	A2 Company	4504637	Small Business	3	Windows 2000 Server	$681	Open License/Software Assurance Pack		142090407ZS0310
31-Oct-03	A3 Company	5077812	Small Business	2	Project	$431	Open License/Software Assurance Pack		9114676011 142121018ZZS0310
31-Oct-03	A3 Company	5077812	Small Business	10	Windows 2000 Trmnl Services CAL	$308	Open License/Software Assurance		9114259722 142121018ZZS0310
31-Oct-03	A3 Company	5077812	Small Business	1	Windows 2000 Server	$227	Open License/Software Assurance		9114259722 142121018ZZS0310
31-Oct-03	A4 Company	4016142	Small Business	19	Office	$3,127	Open Upgrade Advantage		9114232211 141061162ZZS0310
31-Oct-03	A4 Company	4016142	Small Business	8	Office Professional	$1,229	Open Upgrade Advantage		9114232211 141061162ZZS0310
31-Oct-03	A5 Company	2283063	Small Business	6	Windows 2000 Trmnl Services CAL	$154	Open Software Assurance		9114276073 142303592ZZS0310
31-Oct-03	A5 Company	2283063	Small Business	5	Exchange CAL	$120	Open Software Assurance		9114276073 142303592ZZS0310
31-Oct-03	A5 Company	2283063	Small Business	5	Windows 2000 CAL	$55	Open Software Assurance		9114276073 142303592ZZS0310
31-Oct-03	A5 Company	2283063	Small Business	-5	Windows 2000 CAL	($55)	Open Software Assurance		9113276073 142303592ZZS0310
31-Oct-03	A5 Company	2283063	Small Business	-5	Exchange CAL	($120)	Open Software Assurance		9114276073 142303592ZZS0310
31-Oct-03	A5 Company	2283063	Small Business	-5	Windows 2000 Trmnl Services CAL	($154)	Open Software Assurance		9114276073 142303592ZZS0310
31-Oct-03	A6 Company	2631267	Core Mid-Market	1	Windows XP Professional	$83	Open Upgrade/Software Assurance Pack		9114210003 142261017ZZS0310
31-Oct-03	A7 Company	4780547	Core Mid-Market	1	SQL Server Standard Edition	$257	Open Software Assurance		9114724050 142261017ZZS0310
31-Oct-03	A7 Company	4780547	Core Mid-Market	1	SQL Server Standard Edition	$257	Open Upgrade Advantage		9114272416 142261017ZZS0310
31-Oct-03	A7 Company	4780547	Core Mid-Market	1	Windows 2000 Server	$227	Open Upgrade Advantage		9114272416 142261022ZZS0310

Figure 28